HP Personal Systems DaaS Plans Service Description – (Standard Plan with Monitoring)

Services Listing

1. Next Business Day Onsite Hardware Support
2. HP Proactive Management: Standard Plan with Monitoring

Service Description

1. Next Business Day Onsite Hardware Support

1.1 Scope/Description of service: This service includes problem diagnosis, labor and the materials required to return the failing unit to its original or equivalent state. This service will be delivered on-site next business day basis for HP hardware platforms.

For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

1.2 Services Level: This service will be provided if Customer's call for Service is placed any Business Day before {4:00 p.m.} local time. A HP representative will arrive On-Site to begin hardware repair the next Business day after the service request has been logged. Calls placed after {4:00 p.m.} will be logged on the next Business Day. Coverage window is Monday to Friday from {8:00 a.m. to 5:00 p.m.}, excluding local public holidays. HP will dispatch an HP-authorized service technician onsite only if the problem has not been resolved remotely.

1.3 Travel Zones: All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge. If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP.

1.4 Customer Responsibilities:

For hardware onsite response, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

1.5 HP responsibilities:

- If applicable to the issue to be resolved, HP may install available engineering improvements and firmware updates to ensure proper operation of the Device, maintain compatibility with the replacement parts or maintain supportability by HP.
- HP will provide HP-supported parts and materials. Replacement parts and products are new or equivalent to new in performance. Replaced parts and products become the property of HP.
- HP may periodically update Device firmware to maintain operational performance of the Device.
- HP, at its discretion, may provide support services not associated with a Customer-initiated repair case to maintain Device operability and functionality

2. HP Proactive Management: Standard Plan with Monitoring

2.1 Scope/Description of service: HP Proactive Management with HP TechPulse provides multi-OS device management services, comprehensive insights, and reports for the device fleet. Standard plan is designed for customers who want to manage and secure their own endpoints but want to leverage the unique insights and reports from HP TechPulse to do this more effectively and with greater visibility to issues that are impacting end-user productivity.

The HP Proactive Management Standard Plan is an advanced, self-service analytics solution. This solution enables customers to assess and collect a fleet-level inventory of their devices, software, and other system components. Using the HP Proactive Management portal, customers can view interactive dashboards, and can easily click to select filtered data related to actionable details. Customer report admins can also view or schedule reports to gain critical insights on their managed devices. In addition, the Standard plan includes an incidents console which allows customer IT device managers to view incidents which indicate a problem has been detected on the managed device.

Types of hardware issue incidents supported in this plan include:
• Hardware failure detected (thermal issues, hard disk and battery degradation and failures) – These issues may indicate a device component has experienced or a failure and may need to be replaced. Note that incidents may vary by operating system.
• Proactive hardware issue detection – HP Proactive Management can detect device components which are at risk of failure, even if they have not previously generated errors.
• Non-reporting devices – A device has not communicated with the management service in the past 30 days.

Other service components and capabilities include:
1. HP Proactive Management client – HP Proactive Management uses client software agent to collect telemetries on device inventory and to monitor the health of the device OS, BIOS, drivers and hardware. The Windows and MacOS client software can be downloaded directly from https://www.hpdaas.com/software and deployed to end user devices. For Android systems, users can download the client for Android from the Google Play store.
2. Bulk deployment support for HP Proactive Management client for Windows – The HP Proactive Management client installer is designed to be deployed en masse using the customer's existing software deployment framework (Microsoft SCCM, login scripts, etc.). Customers can leverage a range of silent installation and deployment options to quickly and efficiently enroll their devices in the Proactive Management Service, and command line options exist to silently install the software using the customer's application deployment systems.
3. Hardware, BIOS, and software inventory reports. Collect and view detailed device hardware and software inventory, including BIOS version, installed applications, processor, memory, and a wide range of other details.
4. Device Warranty reports. View reports showing HP device warranty status.
5. Hard disk, battery, and thermal health reports. Monitor and detect the state of the hard disk drive, battery, and thermal health profile of the device. The Proactive Management service has both reactive and predictive health analysis capabilities. Examples include: disk SMART monitoring errors, disk read/write issues, devices which are operating at an unsafe temperature, which may indicate hardware failure, and disks or batteries at risk of failure based on load and behavioral characteristics. If problems are discovered, they will be available in the hardware health reports and an incident will be generated in the console, which the customer can then view and act upon.
6. Device utilization, mobility factor, and device storage capacity planning and replacement guide reports. HP Proactive Management provides reports on processor, memory, and disk utilization to help guide device replacement decisions. This helps customers better plan for device hardware upgrades and replacements, making it easier to identify the device most appropriate for the end user.
7. End user accessible tools – The HP DaaS client for Windows includes a quick access icon in the Windows system tray (right-hand section of the Windows Taskbar). When users encounter problems on their devices with core Windows features (hard disk, display, sound, network connectivity, etc.), they can use this tool to access several Windows troubleshooting utilities.
8. HP DaaS portal – The HP DaaS web portal, located at https://www.hpdaas.com, is the central hub for all device analytics and reports. Using the portal, customer IT device managers can view detailed information on enrolled devices, including but not limited to:
   • Interactive company-level dashboard with details-level drilldown.
   • Device hardware inventory

- Device software inventory
- Device BIOS and driver inventory
- HP warranty status for the device
- Incidents which have been detected on the device

9. Support for company-owned and personally-owned (aka "BYOD") device policies – Allows the user to designate their managed device as either company-owned or employee-owned/personal (BYOD). Certain Proactive Management data collection functions are limited on devices designated at personally-owned. Some restricted functions include collection of device software inventory and device location information.

10. Multi-tenant views support for partners and resellers – Multi-tenancy support allows HP partners who have multiple customers to use a single logon to access the HP DaaS portal to view incidents or run reports for different customers. This enables them to more rapidly identify and respond to incidents, enabling faster resolution of customer issues.

11. Incident Monitoring - The HP Proactive Management incident management system reports detected issues into the HP Proactive Management portal. HP Service Experts use the same problem tracking system to diagnose, identify issues and provide recommendations to customers. The incident system tracks issue priority, type, details, comments and recommendation details. The incident management system also links incidents to the affected device inventory, the HP Warranty system and the Proactive Management incident history to enable more rapid analysis of the issue.

As part of this service, HP Service Experts will:

- Monitor and respond to customer support requests (through the customer IT Administrator).
- Assist the customer IT Administrator remotely using standard tools (LogMeIn) as needed.
- Notify the customer IT Administrator when incidents are detected.
- Order replacement parts (HP devices only) proactively for hard drive and battery based on the failure prediction.
- Monitor the incident system and inform customers whenever issues are detected. If detected, the Service Expert will issue guidance to the customer to address specific issues. For example, if a device thermal issue is detected the, Expert may offer suggestions to improve thermal operating background for the device or open a device replacement request ticket if needed.
- Call customer directly as needed or upon call-back request to resolve issues or to communicate information not supported through email (e.g. security-related and user identification).

2.2 Service Levels:

When HP is contacted, depending on the nature of the request, below is the service level objective:

EVENT TYPE	INITIAL RESPONSE	SERVICE LEVEL OBJECTIVE
On-boarding kick-off	HP Onboarding team first contact with customer	Within two weeks
Email from customer to HP DaaS Support mail node.	Acknowledgement of email receipt	2 business hours local time
Proactive Incidents - Critical	Periodic report sent over email	Default Frequency: every business day
Proactive Incidents - Medium	Periodic report sent over email	Default Frequency: Weekly
Proactive Incidents - Low	Periodic reports sent over email	Default Frequency: Monthly

The chart below shows the Service Level Objectives (SLO) when contacting HP for support. These objectives are based upon the nature of the event:

Category	Type of incidents	Priority
Account	License Expiration	Critical
Hardware Health	Battery not detected	Critical
Hardware Health	Battery Predictive Failure	Critical
Hardware Health	HDD Predictive Failure	Critical
Hardware Health	HDD SMART Event Failure	Critical
Hardware Health	System Error – Thermal	Critical
Hardware Health	HDD Storage Capacity Full	Medium
OS Health	CPU High Utilization	Medium
OS Health	Memory High Utilization	Medium
Security	Antivirus	Medium
Security	Firewall	Medium
Security	Heartbeat failure	Medium
OS Health	BSOD	Low
OS Health	Unexpected Crash/Reboot	Low
Hardware Change	HDD Change	Low
Hardware Change	Memory Change	Low
Hardware Health	Battery Degradation	Low
Hardware Health	HDD Degradation	Low

2.3 HP Responsibilities

The HP Service Expert's primary responsibilities include:

- Set up the HP Proactive Management account for customer order, and provide PIN information used to support mass enrollment of devices
- Grant user account access to enable the customer's IT device management team to access the HP Proactive Management analytics portal
- Provide documentation and guidance to deploy the HP Proactive Management client software agent for supported platforms
- Create or remove users based on customer request.
- Help ensure compliance with HP Proactive Management application licensing requirements
- Provide service monitoring and coordinate escalated troubleshooting
- Provide and coordinate HP Service Expert L2 and L3 support with Customer's service desk.
- Investigate Incidents detected by the HP Proactive Management system, notify customers of any new incidents which require action on their behalf, or undertake corrective action, and report to Customer, as appropriate.
- Provide customer with notification of service upgrades which will impact the use of the Proactive Management service.
- HP Service Experts are available in the following regions:
  – Asia Pacific, Japan: English and Chinese languages are supported 24 hours a day, 7 days a week; Japanese is supported 9:00 a.m. to 9:00 p.m. China Standard Time, 7 days a week.

2.4 Customer Responsibilities

The customer's designated IT Administrator is responsible for the following tasks:

- Establish an HP ID account with an HP representative or HP DaaS reseller.
- Install Proactive Management software client on your devices.
- Enroll devices using the instructions provided by HP.
- Submit a request for the addition or removal of managed devices and users.
- Request the deployment or removal of applications.
- Ensure compliance with software application licensing requirements.
- Review hardware, software, and other reports and respond as necessary.
- Troubleshoot common end-user support issues before escalating to HP support.

- Authorize partners to access or manage the account, if applicable.
- Manage changes, renewals, or cancellation of the HP DaaS account subscription
- Provide service desk support the ability to interact with HP Service Expert Level 2 and 3 support teams as necessary

2.5 Functional / Technical Dependencies

System requirements: To enable HP Proactive Management service on your covered devices, systems need to meet following requirements:

- Windows 7.0 SP1
- Windows 8.1
- Windows 10
- Android v4.4 and up
- MacOS 10.12 and up
- HP Chromebox Enterprise G2, HP Chromebook Enterprise 14A G5, and HP Chromebook Enterprise x360 14E G1

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